



TERRY L. STEWART - DIRECTOR

MAY - 2001

Governor Hull Proclaims Correctional Officers Week

Protecting Arizona citizens, serving the public, maintaining a high level of integrity, working in overcrowded institutions, saving lives and doing a job not many would do or want to do.

These are just a few of the reasons why Governor **Jane Dee Hull** signed a proclamation dedicating the week of May 6-12 Correctional Officers Week.

"Correctional Officers provide a much needed service to the citizens of Arizona by ensuring safety and security in our communities," said Governor Hull.

Every year, since 1985, the first week of May has been declared Correctional Officers Week. The week is a tribute to the 6000 Correctional Officers working in facilities throughout Arizona who help ensure the safety of millions of Arizona citizens by putting their lives on the line every day.

A group of Officers from various complexes were honored at the occasion, and were later treated to a luncheon, compliments of Director Stewart.

"Correctional Officers occupy a vital role in the State's criminal justice system. When danger presents itself most people run from danger, Corrections Officers are among a select few who run toward it," said Director **Terry Stewart**.



With Officers and Director Terry Stewart looking on Governor Jane Hull signs a proclamation declaring the first full week of May as Correctional Officers Week. See pages 4-5 for profiles on Officers present at signing.

Governor Signs CORP 20-Year Retirement Bill



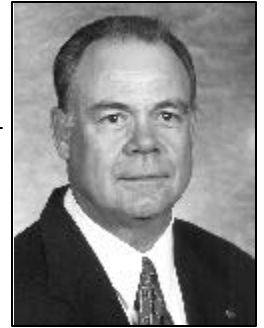
The CORP 20-year retirement becomes a reality as Governor Jane Hull signs the Bill making it effective August 9. The Governor was surrounded by individuals who were instrumental in securing passage of the Bill. See Director's Perspective on page two.

In This Issue...

<i>Director's Perspective: CORP 20-year retirement becomes a reality.....</i>	<i>2</i>
<i>Four-legged Stool: Part Three</i>	
<i>Substance Abuse Programming.....</i>	<i>3</i>
<i>QWL-21 status report</i>	<i>3</i>
<i>ADC's CO week representatives.....</i>	<i>4-5</i>
<i>Telecommuting has its benefits.....</i>	<i>7</i>
<i>Employee profile: Nola Johnson.....</i>	<i>7</i>
<i>New training for wardens</i>	<i>8</i>

DIRECTOR'S PERSPECTIVE

by Terry L. Stewart



THANKS TO MANY, 20-YEAR CORP RETIREMENT WILL SOON BE REALITY

Another session of the Arizona Legislature has come to a close, and the good news for the Arizona Department of Corrections is that we won our long and hard fought battle for 20-year retirement for employees in the Correctional Officers Retirement Plan (CORP). Twenty-year retirement became a reality, thanks to so many people and organizations who supported the plan and joined forces with us.

This effort actually began prior to last year's legislative session when the Fraternal Order of Police (FOP) made arrangements for CORP Administrator Jack Cross and I to meet. At this meeting, I was convinced by Mr. Cross that the costs of a 20-year retirement plan were realistic in terms of pursuing it in the legislature. Ultimately, four versions of a CORP 20-year retirement bill would be introduced in the 2000 Arizona Legislature, including one introduced by FOP, and another by the American Federation of State, County, and Municipal Employees (AFSCME). But unfortunately, none of them

successfully passed both houses.

This year, we didn't stop trying. An FOP initiated effort, which took the form of Senate Bill 1129, sponsored by Senator Scott Bundgaard, made its way through both houses of the Legislature with little trouble and with great support. SB 1129 received only 6 no votes in both houses. When the Governor's office became concerned with the inclusion of dispatchers in the 20-year retirement system, FOP worked with the Governor to ensure SB 1129's success. Thanks to FOP's leadership, 20-year retirement for CORP will soon be a reality. Governor Hull signed the bill on May 1. It will take effect on August 9, 2001. In addition to FOP, a number of other key organizations also stepped up in support of the CORP 20-year retirement, in particular AFSCME, which has been a backer of this effort since the beginning. Other organizations that have been in support include the very influential Arizona Sheriff's Association which is made up of the state's 15 elected sheriffs; the Arizona Highway Patrol

Association (IHPA); the Maricopa County Deputies Association; the Pima County Deputies Association; and the International Association of Firefighters (IAFF). The newly formed Arizona Conference of Police and Sheriffs (AZCOPS) also backed the endeavor.

Because of the support of all these organizations, we undoubtedly gained the necessary influence to convince lawmakers to pass the bill. For their help, we owe these many law enforcement associations our most heartfelt thanks.

Twenty-year retirement under the Correctional Officers Retirement Plan is more than just an improved benefit. CORP was created to recognize the challenges that our officers face on a daily basis. Reducing the length of service under CORP also will address one of the Department's highest priority issues - retention. The battle for 20-year CORP retirement has been long and hard fought, and a most worthy effort. I am confident it will be one of the Department's greatest successes.

"Directions"
is an official publication of the
Arizona Department of Corrections
Terry L. Stewart, Director
Michael A. Arra,
Public Affairs Administrator
Virginia Strankman,
Newsletter Editor



Web site:
adcprisoninfo.az.gov

Printed by
Arizona Correctional Industries

Media & Public Relations Office,
1601 W. Jefferson
Questions and comments
may be submitted to
Newsletter Editor
Mail Code 441,
Phoenix, AZ 85007
Phone (602) 542-3133

The Four-Legged Stool: The Third Leg-Substance Abuse Programming

by Michael Arra, Media & Public Relations



This is the third installment in a series of four articles about the concept of the four-legged stool: the foundation to reverse criminal behavior in inmates.

In the first two articles, you learned that Education and Work are two legs of the four-legged stool. Obviously, two legs would not make a very dependable stool. It would be unbalanced, uneven. It would just fall over. While education and work

represent two vitally important aspects of a solid foundation, by themselves, there is no stability. A third leg is necessary. That's where Substance Abuse Programming comes in.

Nearly 20 per cent of our Arizona prison population is incarcerated for either drug trafficking or drug possession. Those are just the numbers serving sentences purely for those offenses. The fact is, more than 80 per cent of the population either has a substance abuse problem, or committed a crime that was the result of the offender's substance abuse addiction, for example, a robbery to net the money to buy drugs.

Substance Abuse Programming

becomes the third leg of the stool. Without it, education and work would not be enough. Drug addiction is "the monkey on the back" that destroys people, destroys families, and destroys lives. It renders all education useless, incapacitates mind and body, and ruins careers. In order to positively change behavior, we must do what we can to get the monkey off the offender's back by providing quality substance abuse programming. Making the inmate drug free is a major step toward restoring a better future, and strengthening the support already made possible with education and work ethic.

NEXT MONTH: THE FOURTH LEG - SPIRITUALITY

QWL-21 Status Report:

	Category/Description	Activity
1.0	Major Shift Culture/Open Dialogue	Division management staff has encouraged open and honest communication in staff meetings and all interaction with staff.
4.0	Major Shift Culture/Assessment Tool	The draft employee survey has been completed. Processing through chain of command for approval.
7.0	Audits/Evaluations	Inspections Bureau has completed the draft version of the Data Collection Instruments (DCIs). These DCIs are a start point for the Resource Groups to organize the new General Inspections' program. Deputy Directors have been asked to appoint representatives for each Functional Area. This resource group will work with the Inspections Bureau to develop the new program.
8.0	Equipment and Supplies	The yearly operations audit identified critical equipment and supply needs for Parole's 20 offices. The appropriate standard requested equipment was ordered for Parole office employees. Installation of voice mail in each Parole office will occur by July 1, 2001.
10.0	Safety & Staff Shortages/Parole Offices	I & I staff completed a building security assessment of each Parole and satellite central office. Parole supervisors reviewed the assessment and recommended how to proceed to address pertinent safety issues. Each Parole office had a monitored alarm system installed. A panic button is available in the offices; and Parole officers are assigned cell phones for emergencies. The Director has approved the arming of Parole Officers for personal protection only. This should be implemented by July 1, 2001.
11.0	Training	A TQM Committee of correctional series staff is preparing recommendations for the Director's review on the proposed 320-hour COTA curriculum.
13.0	Paperwork	TQM Committee has held its first meeting
16.0	Recognition/Peer to Peer	Peer to Peer recognition will be incorporated into DO 506, Employee Awards/Recognition which is currently undergoing revisions.
17.0	Pay	Total number of requests for administrative adjustments of salary as of 4/30/01 is 51. The estimated dollar amount requested is \$201,541. Program on hold until June 1, 2001 to review funding.
19.0	Investigations & Discipline	In process of selecting TQM members.
21.0	Leadership	Grant money being sought to fund in-depth study of promotional process for sergeants by Dr. Steven Vicchio.



Our Correctional Officers We



Officer **Wallace Davis** works in the detention unit at ASPC-Lewis. He began his career at the Arizona Department of Corrections in 1989. Davis, a native of Little Rock Arkansas, served in the United States Army for 20 years, which included two tours of duty overseas.



In addition to being an exemplary fire safety officer, ASPC-Tucson's **Vanessa Dunagan** is the backup for the tool, key and store officers, and she is the EEO Liaison for her unit. Dunagan adeptly works any and all posts without complaint. She has recently taken over as the supply and chemicals officer.



Correctional Officer II **John Gutt**, who works at the Central Office Communications Center, enjoys making a difference by keeping corrections staff and the public safe. He has been with the Arizona Department of Corrections for 13 years. He spent 10 and a half years at Alhambra, one and a half years at Arizona Center for Women and one year at Central Office Communications Center.



ASPC-Perryville Corrections Officer II **Steve Robertson** joined the Department in 2000. Robertson, who works in complex security, is a very knowledgeable officer who always presents himself in a professional manner. Working in a sometimes frustrating environment, Robertson remains very receptive and keeps a smile on his face.



Correctional Officer II **Roberta Duarte**, a recruitment officer, has been with the Arizona Department of Corrections for approximately five years. In addition to being a recruitment officer, Duarte is a the complex representative for CORA. Hard work and dedication is why Officer Duarte was named ASPC-Yuma Officer of the Month.



ASPC-Douglas Correctional Officer II **Jose de la Torre**, who works extensively as a field training officer, has been with the Arizona Department of Corrections since 1998. De la Torre is a take action type of officer. During the Mohave Unit disturbance, De la Torre performed CPR on a fallen inmate and was still able to identify the participants involved in the fracas.

Representatives for 2001



ASPC-Safford Correctional Officer II **Stuart Pritchard** has a genuine enthusiasm for his job as a Canine Officer. In addition, Pritchard has been instrumental in the fight against narcotics entering the prison. He has been employed with the Department for almost five years.



ASPC-Winslow Officer **Craig Puhuyesva** started working for the Department on August 1, 1994. Officer Puhuyesva has worked in all areas at ASPC-Winslow. Prior to coming to ADC, Officer Puhuyesva spent time serving his country in the Army from November 1978 to March 1992.



ASPC-Phoenix Correctional Officer II **Beverly Toliver**, an exemplary officer at the Alhambra Unit, has been with the Arizona Department of Corrections for one year. Toliver approaches each day with a professional work ethic and a positive attitude. Her work has earned the respect of her peers.



During Sergeant **Fernando Duran's** 18- year career with the Department of Corrections, he has been awarded numerous commendations for his work ethic and professionalism. He was instrumental in the capture of an escaped inmate in 1989 while assigned to the Florence Mail Room. He is also involved in training and qualifying staff as a Senior Firearms Instructor for the Eyman Complex, and in identifying, tracking and validating gang members. Duran is presently the Administrative Sergeant for Eyman Operations.



Jennifer Thelan, an exemplary Corrections Officer III from ASPC-Florence Central Unit, has been an Arizona Department of Corrections employee since 1998. Thelan is a team player who makes herself available to help fellow employees deal with any challenges or problems they may encounter.

Programs and Staff Safety in a Prison Setting



Safety Officer Don Brown

Staff Safety has long been a focal point in ADC. Issues are being brought to the Director's attention through the chain of command regularly, and via the Staff Safety Hotline.

A Correctional Officer transferred to ASPC-Eyman, sent us an e-mail expressing a great deal of concern about how much glass and scrap metal inmates could get their hands on at ACI's Solar

Industries program. He asked the question in his e-mail, "What was DOC thinking?"

Well, the answer to that question is a simple one. A safe prison emerges from a balance of security conscious staff, and structured, controlled inmate programming. In the real world of prisons, programs such as substance abuse, education, prison work crews, and industrial programs like those run by ACI serve a vitally important function. They keep inmates active, and therefore with little idle time on their hands. We all know what comes with idle time. Inmates will use it to make and hide weapons, for illegal or unauthorized activities, to figure out ways to escape, and to concoct operationally disruptive plans. Simply put, idle time for inmates creates a more dangerous environment for staff.

The Correctional Officer's inquiry brought about a productive discussion

between him, the Warden, and the Deputy Warden resulting in a suggestion by the officer which was put into action. The scrap bins were relocated to a safer place in the industrial area.

This brings to mind another important aspect of balancing programs and safety. Work programs, and other authorized activities enhance, rather than detract from safety and security. They are a routine part of a correctional worker's day and essential to our security needs. Because they are routine, correctional workers need to be constantly observant of those few inmates who are willing and able to take advantage of these activities for their own criminal gain. There is no substitute for the eyes and ears, vigilance, common sense, and courage of all our correction workers. With this balance, we will continue to serve the Arizona Department of Corrections, the State of Arizona, and its citizenry well.

Uplifting Visit at ASPC-Florence

Recently, a luncheon was held at the Florence Prison Complex to recognize the job performances of local city and town officials, media representatives and staff.

Director **Terry Stewart** and Warden **Bennie Rollins** presented awards to 23 employees and representatives from local communities. Individuals receiving awards included: **Doris Ortega, Mariellen Van Blaricom, Berry McMacken, LaRea Strebe, Joe Partain, Beverly Tierney, Norman Bosch, Richard McGraugh, Norman Bosch, Richard McGraugh, Dennis**

Worden, Donald Reazin, Robert Brule, Cletis Hilt, Ron Bruninga, Richard Garcia, Kerry Collins, Robert Smidt, Jeffery Ebbert, Philip Mosely, Shawna McCoy, Denise McCumber, Dave Bishop, Jimmy Ferguson and Larry Worden. Recognized at the luncheon was **Ms. Della Meadows**. Ms. Meadows was the Warden's Secretary at the Florence Prison from March 1, 1948 until her retirement on December 31, 1983.



Sally Delbridge talks to special guest Della Meadows who was honored at the luncheon.



Director Stewart presents an award to Officer Norman Bosch for his exemplary work.

Employee Profile: Nola Johnson

by Assistant Deputy Warden Conrad Luna, ASPC-Eyman

Psychology Associate II **Nola Johnson** coaches the Florence High School Girls Basketball Team and through her leadership and coaching, the team advanced through the second round of the Class 2A State Finals.

Nola's ability to relate to her girls transformed them from a group of basketball players into a winning team. Stressing sportsmanship and teamwork, the team acquired a positive reputation within the division as well as with officials. Under Johnson's tutelage, the girls have become role models to other high school students.

Nola's commitment to coaching is very apparent in her willingness to devote time and knowledge to the team. She personally purchased individual awards to recognize accomplishments and contributions made by members of the team.

In 2001, Nola will again be at the



Coach Nola Johnson (front, right) surrounded by her winning team

help to lead the Florence High School Girls Basketball Team.

Ms. Johnson puts everything she has into the team. She goes the extra mile to see that the girls are successful, not

only on the court but also in life. Her commitment to the Florence community shines as a positive light on the Department of Corrections.

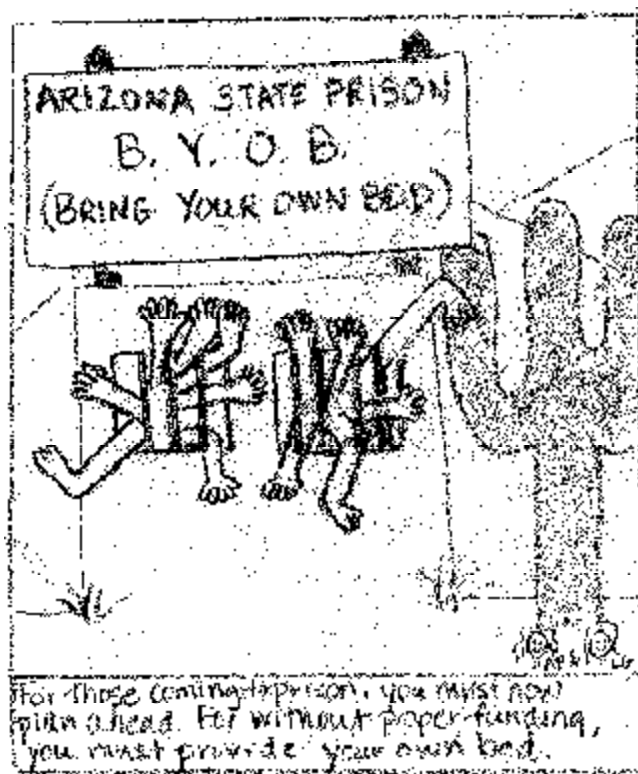
Telecommuting has its Benefits

Would you like something to help you juggle your work commitments with everything else going on in your life? Telecommuting may be the answer.

This year, Arizona Department of Corrections employees will spend an average of six, 40-hour work weeks in their cars commuting to and from work. So the more you can telecommute, the more time you will have for other priorities.

Governor Jane Hull has included the State of Arizona Telecommuting Program as part of her plan to combat the notorious "Brown Cloud" of air pollution in Maricopa County. Because ADC's primary mission is the security of our institutions, not every employee in Maricopa County is eligible to participate. However, if you and your supervisor think that this program is right for you, call (602) 542-2278 for more information.

Pun Intended



New Training for Wardens

The Arizona Department of Corrections is taking action to ensure newly hired wardens receive the best possible training before accepting their new positions.

Last month, Deputy Wardens from the Arizona Department of Corrections participated in a pilot study called the New Correctional Administrator's Academy at the Holiday Inn in Mesa. The pilot, funded by a National Institute of Corrections grant and coordinated by **Mary O'Connor** and **Eva Reynolds-Martony**, was designed to train newly appointed wardens to handle a budget; manage staff shortages; comply with state and federal laws; respond to hostile media; boost staff morale and contract administration and elected officials.

Southern Regional Operations Director **Meg Savage**, a facilitator of the program, said, "The purpose of the academy is to give newly appointed Wardens a tool kit of information to enable them to do a better job."

The five-day, interactive pilot was conducted in a classroom environment, encouraging group participation and teamwork.

Each day, new topics were covered. On Monday, the Deputy Wardens were welcomed by Director **Terry L. Stewart** and given an overview of the program. After the introduction, the Deputy

Wardens were briefed on self-awareness, decision making and institutional history and culture. Tuesday began with a presentation on human resource management and followed with discussions and lectures dealing with fiscal and contract management, technology, unions and collective bargaining and legislative budgets. Wednesday's agenda

and included presentations by all participants.

"This program is excellent for new Wardens. Although every circumstance that a Warden may experience was not covered, the program sets the framework to familiarize them with their job," said ASPC-Florence Warden **Bennie Rollins**. "I applaud the Department for being a trailblazer in staff training."

A survey conducted by the National Institute of Corrections found that many new Wardens lacked correctional leadership experience. Of the 31 new wardens who participated in the survey, 28 reported they received no special training or orientation before accepting their new assignments. While state Directors cited management and leadership development programs as training for new Wardens, many new Wardens still felt unprepared as they accepted their new jobs. Most new Wardens felt competent in correctional operations; however, few felt prepared for leadership roles.

"In the past, a Warden learned about being a Warden by watching other Wardens," said ASPC-Lewis Stiner Unit Deputy Warden **Dave Buorgeois**.

The grant for the study was requested in April of last year and was awarded during the following month.



ADC Media Consultant Jay Heiler interviews ASPC-Globe Deputy Warden Harley Maxson

featured exercises on how to respond to Department constituents and the media. On Thursday, the Deputy Wardens participated in interactive presentations on staff development, planning and balancing work and personal life. Friday was spent recapping the week's activity

GOLFING FOR A GREAT CAUSE

Their golf games may have been ugly, but the way ADC employees came out and supported the Law Enforcement Torch Run for Special Olympics Arizona was a thing of beauty. This year's golf tournament at Toka Sticks in Mesa raised more than \$1,700. Thanks to the generosity of ADC employees, the ADC golf tournament and the money raised from the tournament continues to grow.

(Right) Assistant Director **Ron Zuniga** swings his club effortlessly while team member **Tom McHugh** lends his support.

